

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

1

of

2

Complete if Known

Application Number

~~Not yet assigned~~

Filing Date

Herewith

First Named Inventor

TYAGARAJAN

Group Art Unit

Not yet assigned

Examiner Name

Not yet assigned

Attorney Docket Number

G15.001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code* (if known)			
h	A	4,881,261		Oliphant et al.	11/14/1989	
h	B	5,025,468		Sikand et al.	06/18/1991	
h	C	5,299,260		Shaio	03/29/1994	
h	D	5,467,391		Donaghue, Jr. et al.	11/14/1995	
h	E	5,592,542		Honda et al.	01/07/1997	
h	F	5,721,770		Kohler	02/24/1998	
h	G	5,784,452		Carney	07/21/1998	
h	H	5,828,747		Fisher et al.	10/27/1998	
h	I	5,903,641		Tonisson	05/11/1999	
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h	K	6,044,146		Gisby et al.	6,044,146	
h	L	6,222,919	B1	Hollatz et al.	04/24/2001	
h	M	6,278,777	B1	Morley et al.	08/21/2001	
h	N	6,310,951	B1	Wineberg et al.	10/30/2001	
h	O	6,347,139	B1	Fisher et al.	02/12/2002	
h	P	6,535,600	B1	Fisher et al.	03/18/2003	
h	Q	6,563,920	B1	Flockhart et al.	05/13/2003	
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h	S	2002/0101979	A1	Borodow et al.	08/01/2002	

FOREIGN PATENT DOCUMENTS

[illegible]

**Examiner
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Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Applicant Number	Not yet assigned 10/7/03 677
				Filing Date	Herewith
				First Named Inventor	TYAGARAJAN
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
Sheet	2	of	2	Attorney Docket Number	G15.001

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
B ²	T	"Avaya CRM Solution-MultiVantage™ Call Center Solutions", ©2003 Avaya Inc., download from http://www1.avaya.com/enterprise/solutions/crm/solution5.html on 7/2/2003. 2pgs.	
B ²	U	Avaya, "Overview for Avaya MultiVantage™ Software", 555-233-767, Issue 3, May 2002. 69pgs.	

Examiner Signature	<i>John Q. Reed</i>	Date Considered	10/10/05
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